



Accessibility Action Plan

2025 – 2028



An illustration of a hand pointing to an open book. The book has two pages with wavy lines representing text. The left page contains three icons: a speech bubble, a telephone, and an envelope. The right page contains three icons: a person in a wheelchair, a person with a cane, and an information symbol. The book is shown with multiple layers, suggesting a stack of books.



2

About this book



This book explains our Accessibility Action Plan. We call it **our plan**.



Our plan says how we will meet the access needs of our

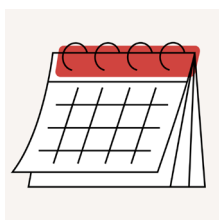
- passengers



- staff



- community.



Our plan goes from 2025 to 2028.

About us

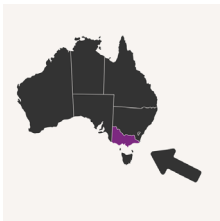


V/Line delivers public transport to **regional Victoria**.

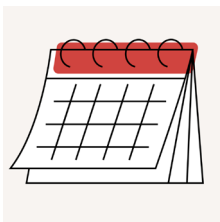


Regional Victoria includes places in the country. For example

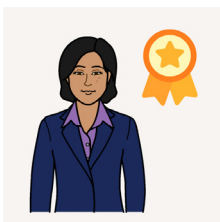
- Bendigo



- Geelong.

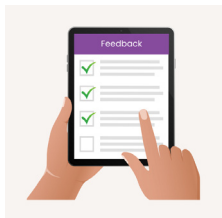


We started over 40 years ago in 1983.



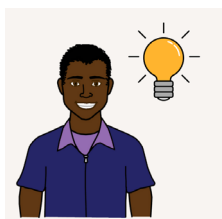
We are always improving to give passengers the best services we can.

Making our plan



We made our plan using

- passenger feedback



- staff ideas



- our **Accessibility Reference Group**.



Our Accessibility Reference Group includes people with disability.



Our Accessibility Reference Group helps us make things accessible.

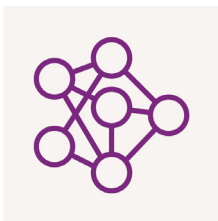
Our plan has 4 parts



1. Our passengers



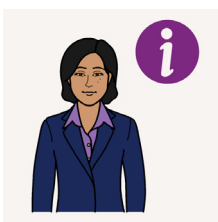
2. Our people



3. Our network



4. Our community



We will explain what each part means.

1. Our passengers



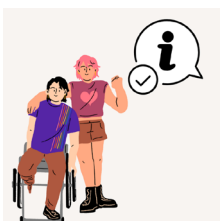
We will keep making the passenger journey more **accessible**.



Accessible means our services meet the needs of people with disabilities.



Our staff will be friendly and helpful to all passengers.



We will give passengers information they can read and understand.



Our services will be safe.



Our services will be accessible.



We will work with **Travellers Aid**.



Travellers Aid helps people with access needs at train stations. For example

- wheelchair and equipment hire



- **travel companions.**



Travel companions help passengers use public transport.

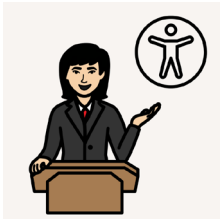
2. Our people



Our people are the staff who work at V/Line. For example, station officers.



We will train our staff.



Training will help staff learn about disability and accessibility.

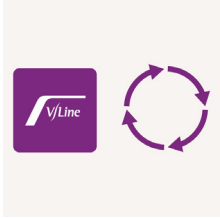


We will make sure staff have tools and helpful information to guide their work.

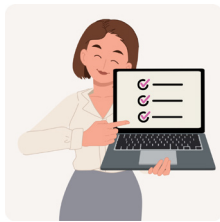


We will help disabled people to work at V/Line.

3. Our network



Our network describes how things work together at our company.



We will write clearer **processes**.



Processes explain how things are done.

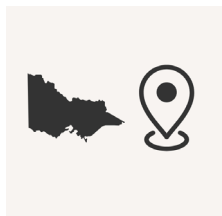


We will write clearer guidelines about accessibility.



We will support new projects that make our network more accessible.

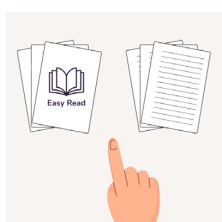
4. Our community



Our community includes the people who live in Victoria.



We will run events to show the community what we do.



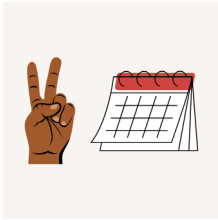
We will share information in more ways with our community.



We will share reports and plans in accessible formats online.



We will keep working to make our stations more accessible.

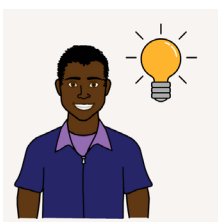


We will have Accessibility Reference Group meetings every 2 months.



We will work with other public transport organisations to

- learn together



- explore new ideas to meet the needs of our community.

Learn more



Visit the V/Line website
at www.vline.com.au



Visit the Public Transport Victoria
website at www.ptv.vic.gov.au



Call Public Transport Victoria
on 1800 800 007



Email Public Transport Victoria
at customer.relations@ptv.vic.gov.au

Help to call



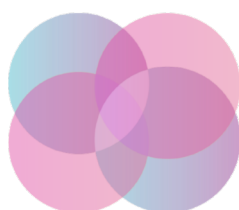
Call 131 450 for the Translating and Interpreting Service if English is not your first language.



Call 1800 555 660 for the National Relay Service if you have communication support needs.



Call 1800 555 677 if you use a teletypewriter or TTY.



Embrace **Access**

Embrace Access wrote this Easy Read book. This book was codesigned by a Lived Experience Advisor with disability. You must ask for permission to use the words and images in this book. Picture Communication Symbols © 1981–2025 by Tobii Dynavox. All Rights Reserved Worldwide. Used with permission. Boardmaker® is a trademark of Tobii Dynavox. Contact the team at Embrace Access to create your own co-designed Easy Read book. W: www.EmbraceAccess.com.au E: info@EmbraceAccess.com.au M: 0433 759 535